



nh healthy families™

*Transforming the
health of New Hampshire,
one person at a time.*

**Presentation for the Governor and Executive Council
*Special Meeting Related to Managed Care Contracts***

Monday, March 11, 2019

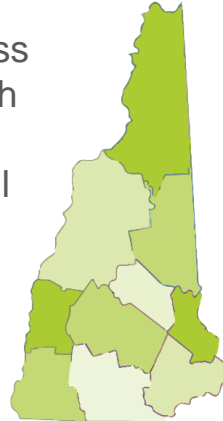
NH Healthy Families Current Snapshot



NH Healthy Families launched with the Medicaid Care Management (MCM) Program in 2013 and serves members in the State Medicaid program and NH Health Insurance Marketplace.

Providing access to critical health care services statewide in all

10
counties



Our network of **9,564 contracted providers** includes all of NH's hospitals, Federally Qualified Health Centers (FQHC) and Community Mental Health Centers (CMHC)



233

Employees located at our offices in Bedford, NH



100+

Number of local charitable and civic organizations and initiatives we support each year.

Membership
93,000



nh healthy families.



FROM | nh healthy families.

82,000

11,000

(As of 2/19)

Member Benefits



Integrated Care Management Program

Local medical and behavioral health care managers working together for you



Member Services

For help with understanding benefits, finding a provider, local resources, plan an appointment and find transportation for you



24/7 Nurse Advice Line

An extension of our team who will answer questions or give you advice when you aren't sure what to do



Preventive Care Coverage

Screenings, vaccinations, check-ups, well-child visits



Health Coaches

For help with chronic ongoing conditions like asthma, diabetes and more



Transportation

Rides available or mileage reimbursed for covered care and services

Health Value-Adds



CentAccount® Program

Earn money for doing healthy behaviors. You choose how to spend your rewards



Start Smart for Your Baby®

Pregnancy program for education, support, and help. Receive a new diaper bag upon completion of Notification of Pregnancy assessment



Tobacco Cessation Program

Help to quit using tobacco, earn rewards



MemberConnections®

At-home outreach to help you with your medical and social service needs



Expanded Transportation

We'll take you to social services appointments like Alcoholics Anonymous and Narcotics Anonymous meetings



Connections PLUS®

No cost cell phones for those who need them

Innovation - CentAccount®

CentAccount® REWARDS

Value-Added Program
(launched in 2013)



Engagement Activities are focused on Prevention, Early Identification, and Improving Overall Health Outcomes

Top 5 Health Related Earned Activities in 2018:

- Annual Infant/Child Well Visit
- Flu Shot
- Health Risk Screening
- Annual Adult Well Visit
- Breast Cancer/Prostate Cancer Screening

Engage— Over 70% of our Members earned an Award in CY2018

Earn - Over \$1.6M in Member CentAccount Rewards Earned in CY2018

Redeem - Top Retailers for Reward Redemption: Walmart, Rite Aid, Family Dollar, CVS, Dollar General

Focus on Social Determinants of Health



nh healthy families™

Our Gateway Services program identifies gaps in social services and offers additional supports to members and communities with the goal of Whole Person Health.



Cooking Matters

Six-week meal preparation and nutrition program for Diabetes management



Vision Van

Mobile vision screenings and reading glasses for communities



Self-Care Kits

Essential hygiene items in a convenient carrying case for members



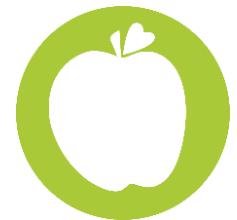
Foster Care Comfort-To-Go

Durable duffle bags with personal items for youth transitioning to Foster Care



Recovery Supports

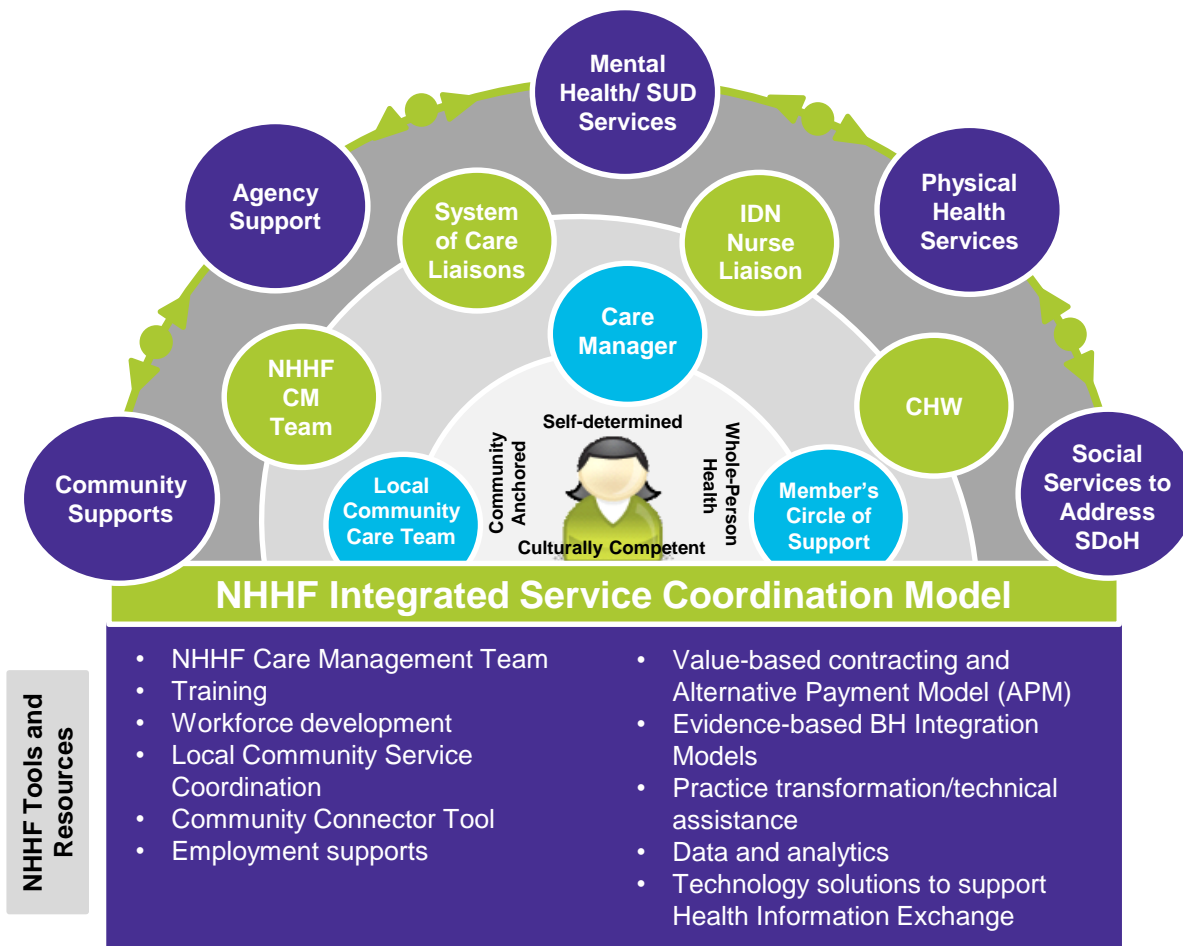
Scholarship, education, and direct supports for Substance Use Disorder prevention, intervention and recovery



No One Eats Alone™

Student-led initiative to increase awareness and address social isolation in schools

NHHF Coordinated Care Model



Nearly 50% of NHHFs Employees work directly to support our Care Coordination Model

OUR MODEL:

- Integrated (Medical/Behavioral Health)
- Person-Centered
- Local and Experienced-Based
- Data-Driven
- Evidenced-Based
- Collaborative
- Reflects National Best Practices

NHHF Substance Use Disorder (SUD) Programming

Stepping up to Combat the Opioid Epidemic in NH



Internal Operations & Education

- Dedicated Department Ownership & Resources
- Workplace Wellness Initiative including Overdose Prevention & Naloxone Education
- Process Optimization, Operational Oversight & Engagement



Provider Supports & Engagement

- Network Management & Capacity
- New/Non-Traditional Provider Partners
- Dedicated Servicing Model
- Provider Education & Training (SBIRT: Screening, Brief Intervention, and Referral to Treatment)



Community Based Engagement

- Integration of State & Community Partners
- Safe Station/Doorway Collaboration
- Engagement in Councils & Task Force Forums
- Appointed Membership on NHID MH & SUD Advisory Committee
- Access Newsletter



Innovative Solutions

- 20+ Programs focused on Prevention, Intervention & Treatment, and Recovery Support
- CRSW Workforce Development Program

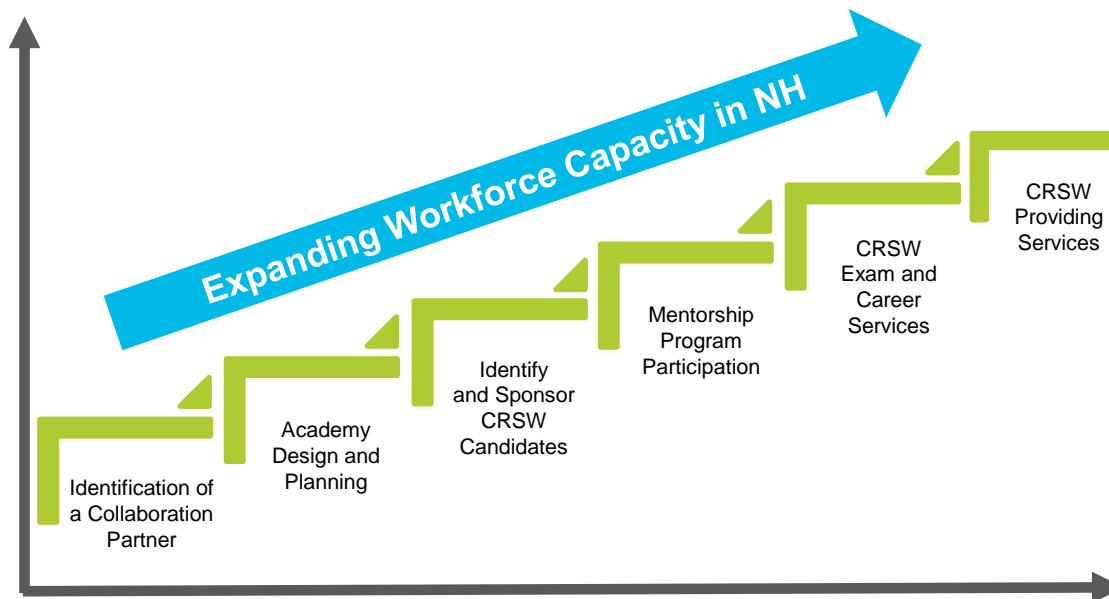
CRSW Workforce Development Program – Launched in 2018

GOAL:

Increase the number of CRSWs in the State of New Hampshire to allow for increased service capacity

PROGRAM:

CRSW Workforce Development Program was designed to identify, promote, train, mentor, and support qualified CRSW candidates to obtain their Certification



Results to Date

- Partnered with 5 CRSW Academies Statewide
- Sponsored 77 CRSW Candidates
- Enrolled 57 CRSW Candidates in Mentorship services

Candidate Updates

- 2 Candidates received certification in February
- 17 Candidates are working towards submitting for certification by April, 2019
- 10 Candidates are working towards certification for June of 2019

Commitment to Community

NH Healthy Families and our employees support over 100 local charitable and civic organizations and initiatives each year.



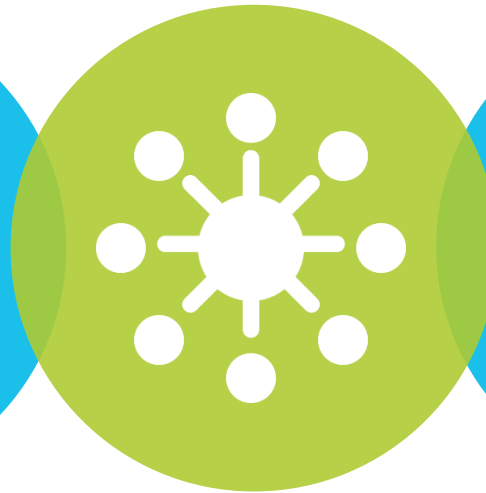
Our Path Forward in New Hampshire



**Expand our Local
Integrated Care
Coordination &
Management
Programs**



**Enhance our
Member, Provider
& Community
Engagement
Partnerships**



**Build upon
and develop
Innovative
Community
Based Solutions**



**Ensure Program
Partnership &
Accountability**